

Service certificate

ServiceID	SRV00078
Service area	Managed Services
Service name	Backup Trilio
Summary	Backup of virtual machines (VM) and files – OpenStack
Service level in accordance with SLA documentation	<ul style="list-style-type: none"> • Bronze (10x5xNBD)
Annual availability (at least)	99.9%
Scope of services	Operation, maintenance, and monitoring of the backup platform Services: <ul style="list-style-type: none"> • Backup VM • Backup of files • Snapshots • Recover
Service parameters	<ul style="list-style-type: none"> • Number of VMs OpenStack • Backup capacity in GB
Power distinction	Backup contents are the customer's responsibility.
Time window for announced maintenance work	Mon-Fri 9:00 am – 3:00 pm
Optional services	<ul style="list-style-type: none"> • Backup planning • Troubleshooting backup VM/BM systems
Framework conditions	The currently applicable license terms of the backup software apply.
Customer's contribution obligations	Periodic backup recovery tests
Delivery time	Best effort, usually max. 3 working days